

Docket 11-65 and DA 11-799.

a study
a letter
a response

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My Background

13 year (almost!) T-Mobile customer, Technology repair, I.T., Wired and wireless networking installation, Pro-audio design-build-instal, Audio analyst, Technology sales, AND . . . Lover of people and their well-being!

To Who It May Concern,

Firstly thank you for calling for, or allowing submissions from the general public regarding the possibility of AT&T ingesting T-Mobile here in the USA.

I will attempt to be succinct and brief. I may not be successful.

Without attempting to sound braggadocios I may be uniquely able to respond to this dark and unhappy possibility due to the positioning(s) I have lived in over the last 13 or more years here in the USA. Each position or facet has it's observances and voice that I will try and capture for your reading pleasure.

Longest Standing T-Mobile Customer

I have been told that I am possibly the longest standing T-Mobile customer in the entire country. We became a customer to Omnipoint sometime in 1998 when requiring a quad band GSM phone to use internationally (New Zealand & Australia). We have ridden the transitions through Voicestream all the way to the ultimate T-Mobile experience.

We have experienced seamless and surprisingly transparent, positive customer service. Always giving us some wiggle room when we have lost phones, broken phones needed international help. I have many stories of their help when we hit various trouble spots in our journey . . . one being when my wife dropped her brand new phone out of her lap when she exited her car, she didn't feel it happen, the next morning I called . . . we had no upgrades owing on any line - T-Mobile felt our pain and shipped us another identical phone for the same upgrade subsidized price as the one my wife lost. They spread the charge out over 3 months!

Now c'mon they don't have to do that at all. They chose to do that. No stomping and yelling from me at all.

In the same scenario, AT&T will 100% of the time make a customer buy a phone at the unsubsidized price, upwards of many hundreds of dollars. They wont even let their own corporate store associates sell a cheap "Go-Phone" (pre-paid) to a customer to help them out until a customer can reach their next upgrade due date! Nice people this AT&T lot. If an AT&T corporate store associate moves to sell a Go-Phone for that purpose - they are terminated.

What an horrific comparison.

Do you want this company to be bigger?

From an Immigrants point of View . . .

We as a family are born New Zealanders and migrated to the USA from Australia. Largely, in general, we have found US customer service (of any kind) to be outstandingly useless. People trying to respond to your needs using scripts and pat responses and sometimes employing outrightly aggressive tactics to simply do one thing . . . slide out from under any obligation they may have and not serve you, nor provide an inkling of a solution to your problem. T-Mobile has been, and is, wildly different. Bright, intelligent,

AT&T Should Not Ingest T-Mobile - a multi faceted perspective!

cheerful people answer the phones and even when there is no solution (rare) you are left with a sense of "at least they heard me and they tried!"

From a Previous Dealer Point of View . . .

I have had the unique ability to compare the big 4 providers in customer and dealer service. I have worked part-time from October 2005 through to April 2011 at a street level retail position. Having dealt with Verizon (for a short time), Sprint, AT&T and T-Mobile first hand I believe I have an accurate and somewhat more complete window of understanding than possibly anyone. There is only one company that can be said is outstanding in it's customer and dealer service and that is T-Mobile. 9 out of 10 years hitting the JD Powers best provider top-of-the-charts is no mean feat. It is very real.

In Comparison:

Sprint used to be nasty and has under the new CEO become the only rival T-Mobile has in this arena of customer/dealer service.

Cingular customer and provider service was very similar to what T-Mobile is right now . . . however . . .

AT&T has fast become belligerent and heavy handed, not just to customers but also to dealers. With a sense of "we rule the earth we scorched" they have slowly descended from really excellent customer and provider service just post the Cingular ingesting (merger???) to the all time low of farming even dealer "support" to "other" countries (the innocuous term outsourcing). As a dealer, the scenario of trying to understand someone from India or Sri Lanka while they use scripts to satisfy your problem while the patience is draining from the very face of your customer standing in front of you is nothing short of horrific. And don't play the race card here, my first girlfriend was Indian! Stunning young lady as I remember!

Their promise of more jobs under this possible annexing is empty and really yet another corporate American lie. Well maybe not . . . I am sure Sri Lankan families can benefit from another few thousand jobs being thrown their way and the amazing Frisco T-Mobile customer service center (and others) being mothballed.

Massive Waste:

The AT&T customer phone plans are constantly under revue and ways of separating off features and charging more money for them are being dreamed up on a weekly basis. New brochures get sent out, old brochures get trashed, they spend / waste millions of dollars on a vast tonnage of brochures per month, I am not necessarily an avid tree hugger however the retailer that I worked for had 6,000 stores, if the other 5,999 stores threw out 2lbs of brochures every 2 weeks like we had to, that's almost 13 tons of paper and ink trashed per month for the sake of eking out more dollars from the overly bled AT&T customer fraternity. And that's only counting the retailer I worked at, not to mention the tens of thousands of AT&T, Bestbuy, Walmart, Costco, Staples, OfficeMax, Mall kiosks and on-line companies around this huge nation that need the brochures.

And how much does that perpetual brochure shipping via UPS cost the customer. I would hate to think. Is this waste sustainable? NO!

If a tree falls in the forest does it have an AT&T logo on it? Probably!

And how many weeks does the paper exist before being sent to rot in the ground at some dump?

Is this irresponsibility a cost the customer should be carrying? NO!

AT&T are fiscally irresponsible and still charge like a wounded bull - doubly unconscionable.

Sprint and T-Mobile brochures remain in circulation up to 4 times longer because they are not constantly dreaming up ways to rape their customers.

The bigger AT&T gets the less they think of what they are doing to the end-user. They have become bereft of conscience. That's not where I saw them post Cingular, but it's where "we" find them now.

Do you really want more of this? M.O.T.S. (more of the same) is often the way this country does things - because no-one has the attachments or courage to stand up and say NO!

I have been involved in receiving training with Sprint, T-Mobile and AT&T. I have never heard an AT&T employee declare they love working for their company! Invert that entirely for T-Mobile employees, they 100% say they love their company, they love their roles and positions, they have a healthy work ethic and relationship with the people above and below them on the totem.

At training they pass on a service vibe that is second to none - the customer is actually valuable - novel concept, with an amazing watershed!

Corporate fear is not present at T-Mobile.

Corporate fear rules at AT&T.

The perpetuation of "rule by fear" has a watershed effect . . . all the way to the street.

A decision to allow AT&T to ingest T-Mobile is a decision to approve of corporate / customer bullying.

Will you allow a great company with an amazing ethos get swallowed up and excreted in the form of a bully.

Do you want this lowest common denominator bludgeoning to get bigger?

Customer Perception . . .

AT&T customers (a vast percentage) are not AT&T customers because they like AT&T. They are iPhone users. Many iPhone users have said openly they could not wait for their AT&T contracts to expire so they can jump ship to Verizon due to their disdain for the way they have been, and are, and will be, treated. I worked in the second richest zip code in North Dallas - the heart of AT&T head office land! These are not people that simply dislike anyone because they owe them money on a monthly basis. They don't care about the money so much as care about the treatment. These are well shod people.

The only negative comment I hear regarding T-Mobile is . . . they do not have reliable tower coverage in country-side areas. When you compare their coverage map with reality . . they are most often accurate and honest. HmMMM a transparent company! Again a "novel concept!"

When you compare AT&T coverage mapping with reality . . . hmMMM not transparent.

Who has the most drop outs / dropped calls?

Most of my friends have iPhones - most of my friends calls drop - and this is in Dallas!!!

When I unlocked an iPhone and placed it on T-Mobile network (my wife's current phone) - IT NEVER DROPS CALLS!

AT&T's non transparency, shiftiness, smoke and mirrors is (or should be) obvious to all. Unlimited does not mean unlimited, it used to mean 5GB per month, now it means 2GB! Less than half what is was for \$5 less?

Do you want to make this company and it's tactics bigger?

Do you want to be the provocateur of public pain and hurt?

From a resident of Frisco point of view . . .

I live in Frisco - I have visited the T-Mobile Service Center here in Frisco for training. What an amazing place, what amazing happy people - a bustling hub of world class service handled by world class people. How many jobs would Frisco lose?

In comparison with the Auto Industry

America allowed or cajoled the auto industry to eat and devour itself until two and a half monsters evolved - looked what happened there!

If you allow two companies to own beyond 65% of the industry (it's probably more than 65%) you will enable a lack of competition and will encourage more heartless bullying.

The one thing the auto industry did well was to provide badly built, inefficient cars for a people that were lulled into compliant debt filled sleep by the awful interiors made of horribly tacky 1970's petro-chemical bi-product plastics. All the while advertising them as "all-new." The mighty fell still telling the USA we are "mighty" - does anyone have courage here? Maybe we need Simon Cowell to show us all how to be honest. Is everyone scared?

Come on USA these are some of the reasons the world stands back and laughs till they fall over. I love this country, we just need more brave and balzy people in the right places to stand in the way of USA's Corporate Tiananmen Tanks!

AT&T doesn't need to buy T-Mobile, it just needs to get efficient and do what it promises it's customers (and already charges for) and stop lying and clubbing it's customers into paying for more yet getting less.

Is there not one strong competent man/woman amongst you that is able to hold the giants feet to the fire as they stand now - if you cant now, what makes you think you have any hope when they grow by devouring another company!

I want to be a "buy American" person - I believe and preach "buy American" - in this instance I cant.

From a Pastors point of view

My part-time retail role for a number of years was designed to supplement the beginnings of a church plant here in Frisco. People know I am tech savvy and have worked hard (number two associate in North Dallas every month), they come up to me and ask, "what provider can you recommend Glenn?" I first ask, "do you travel overseas?" "If so then you will need T-Mobile - your phone will automatically work in most countries you may want to visit!"

"T-Mobile will provide you with award winning personal service, an amazing on-line, understandable, workable profile and some of the worlds BEST phones! They will surprise you!

"If you don't travel overseas, Sprint provides a very good transparent revolutionary set of plans and a good series of phones and their previously horrible customer service is GONE!"

"If you want to go almost everywhere in the USA and have a good signal - chose Verizon!" I have no current knowledge of their customer service - my past knowledge may still stand - intelligent service personnel - amazing network - awkward, over engineered customer interfaces.

I cannot recommend AT&T, they represent the bully in the class. Why would anyone recommend a relationship with someone when you know the bully will eventually start to bully your friend or relative. I want to see people's well-being being maintained not crushed.

If AT&T swallow T-Mobile - I am forced to make a large decision - I don't want a CDMA provider - their phones are hopelessly non international in general. You will have allowed there to be ZERO competition in the GSM/UMTS industry - you have already allowed AT&T to eat the great Cingular company - you force my decision - I will have to dance with the devil. And in this industry you will have given the devil the Ace to play, over and over and over.

Well I really appreciate you reading all this - if you need me - I am at my T-Mobile number 214 585 8071.

Yours Prayerfully

Ps Glenn Feehan